



# Illinois Department of Transportation

## Memorandum

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To: DIRECTORS, DEPUTY DIRECTORS, AND BUREAU CHIEFS  
From: Dianna L. Taylor  
Bureau Chief of Personnel Management  
Subject: Technical Vacancy  
Date: January 22, 2016

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Attached are the Position Summary Sheet and Position Description for the vacant technical position listed below. Please post this vacancy announcement January 25, 2016 in the designated areas.

The deadline for applicants to submit their names for consideration is **4:30 p.m.** on **Friday, February 5, 2016**. Applicants will not be accepted after that time and date.

All applicants will receive a position description for the position they are applying for. If you have any questions, please contact Halie Zulauf or Denise Hamilton at 217/782-5594.

TM III

Business Services Specialist  
Bureau of Business Services  
Office of Finance & Administration  
Springfield

Attachments  
40778

Technical Applications (PM 1080) **must be received** by the Bureau of Personnel Management, Room 113, 2300 South Dirksen Parkway, Springfield, IL 62764 (Fax# 217/557-3134) by **Friday, February 5, 2016**, 4:30 p.m. Please include address, daytime phone and position for which applying if not already listed on application. Applicants will be notified in writing to schedule interviews.



## Illinois Department of Transportation

An Equal Opportunity Employer

### Position Summary Sheet

<b>Classification:</b>	<b>Technical Manager III</b>	<b>Salary Range:</b>	<b>\$4,670 - \$8,295</b>
<b>Position Title:</b>	<b>Business Services Specialist</b>	<b>Union Position:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Position Number:</b>	<b>PW413-23-40-803-30-01</b>	<b>IPR#:</b>	<b>40778</b>

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**Office/Central Bureau/District/Work Address:**

Office of Finance and Administration/Bureau of Business Services – 2300 S. Dirksen Parkway, Springfield, IL

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**Description Of Duties:**

This position serves as the primary statewide contact for IDOT Forms Support and the Document Management Coordinator for the Bureau of Business Services. This position is accountable for building and revising forms using various software to facilitate the goals and objectives of the Department of Transportation and the Document Management Program and completing special projects as assigned by the Document Support Unit Manager.

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**Special Qualifications:*****The following criteria is desired:***

- Knowledge, skill, and mental development equivalent to four years of college preferably with major courses in business administration, public administration, or computer science
- Working knowledge of Microsoft Office Suite, specifically Microsoft Word, Microsoft Excel, and Microsoft Outlook; SharePoint, Adobe products, specifically Adobe LiveCycle and Acrobat Professional, and Percussion Content Management 1
- Knowledge of document management principles and practices
- Ability to work under pressure and time sensitive deadlines
- Experience writing professional documents
- Strong troubleshooting and research skills; and excellent attention to detail

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**Shift/Remarks:**

8:00 am – 4:30 pm / Monday – Friday

**ILLINOIS DEPARTMENT OF TRANSPORTATION  
POSITION DESCRIPTION**

<b>DATE:</b>	December 2, 2015	<b>POSITION:</b>	Business Services Specialist
<b>APPROVED BY:</b>	<i>Lori Campbell</i>	<b>OFFICE/DIVISION:</b>	Office of Finance and Administration/Bureau of Business Services
<b>CODE:</b>	PW413-23-40-803-30-01	<b>REPORTS TO:</b>	Document Support Unit Manager

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***Position Purpose***

This position serves as the primary statewide contact for IDOT Forms Support and the Document Management Coordinator for the Bureau of Business Services. This position is accountable for building and revising forms using various software to facilitate the goals and objectives of the Department of Transportation and the Document Management Program, and completing special projects as assigned by the Document Support Unit Manager.

***Dimensions***

Forms Maintained:	+/- 2,000
Manuals Published:	+/- 10
Personnel Supported:	50+
Special Projects:	5+ Annually
Web Sites Maintained:	2+

***Nature and Scope***

This position reports to the Document Services Unit Manager as do two TM I: Business Process Analysts, a TM II: Policy Administration Specialist, a Technician Trainee, Account Clerk II, OOT and an additional TM III: Business Services Specialist. No subordinates report to this position.

This position serves as the primary statewide contact for IDOT Forms Support and maintains a current status for all templates and forms owned by the Bureau of Business Services. Prepares select agency manuals for publication in Portable Document Format (PDF). Coordinates with supervisor to maintain current status of DSU procedural documentation. This position develops and edits forms and templates on behalf of the entire department, using Adobe LiveCycle and/or Microsoft Word/Excel. The incumbent also adds to or revises the bureau's and department's internet and intranet content to ensure users have access to the most recent versions of manuals, policies, procedures, templates, and forms. This position also completes special projects for the Bureau of Business Services.

Typical problems involve coordinating communication between document owners, Document Management Coordinators (DMCs), and users to facilitate a compromise on format and functionality, maintaining a timely turnaround on requests, and keeping bureau documentation current. The greatest challenges are maintaining and improving communication within the documentation network, staying abreast of advances in technology, and meeting deadlines.

The incumbent is to be able to process work independently with little direction from the immediate supervisor. The incumbent must operate within the framework of departmental standards, policies and procedures as well as governing federal and state statutes. Problems of an unusual or difficult nature are referred to the Unit Manager for resolution.

In performing the function of this position, the incumbent maintains regular contact with Document Management Coordinators, other state agency's documentation contacts, bureau and departmental staff.

The effectiveness of this position is measured by the incumbent's ability to produce quality work that meets the needs of the department, successfully maintain a reasonable turnaround time on form requests, provide timely technical support to users, complete projects within the allotted time, and maintain current and accurate DSU policies and procedures.

***Principal Accountabilities***

1. Serves as the primary contact for IDOT Forms Support and the Document Management Coordinator for the Bureau of Business Services.
2. Builds, revises, archives, and eliminates forms for the entire department per department standards using current form development software.
3. Prepares select agency manuals for publication in Portable Document Format (PDF)
4. Remains abreast of new technology in form development.
5. Provides a liaison relationship with other bureaus, districts, and state agencies.
6. Performs special assignments for the Unit Manager, Section Chief, and Bureau Chief.
7. Performs other duties as required or assigned.
8. Performs all duties in compliance with departmental safety rules and in a manner conducive to the fair and equitable treatment of all employees.